

WHEATLEY HOMES GLASGOW

MINUTE OF BOARD MEETING

**Wheatley House, 25 Cochrane Street, Glasgow
on Friday 16 May 2025 at 10.30 am**

Present: Maureen Dowden (Chair), Andrew Clark, Allan Clow, Professor Paddy Gray, Cathy McGrath, Chris Quinn and Councillor Ruairi Kelly.

In Attendance: Steven Henderson (Group Chief Executive), Anthony Allison (Group Director of Governance and Business Solutions), Pauline Turnock (Group Director of Finance), Frank McCafferty (Group Director of Repairs and Assets), Alan Glasgow (Group Director of Housing), Aisling Mylrea (Managing Director, Wheatley Homes Glasgow) and Jennifer Anderson (Director of Neighbourhoods – item 7 only).

1. Apologies for Absence

Apologies for absence were received from Mary Ann Amiweru.

The Chair confirmed the meeting was quorate.

2. Declarations of Interest

The Board noted the standing declarations of interest. No new declarations were made.

3. a) Minute of the previous meeting held on Friday 21 March 2025, matters arising

The Board reviewed the minute of the previous meeting. No matters arising were raised.

Decided: The Board approved the minutes of the meeting held on Friday 21 March 2025.

b) Action list

The Board reviewed and noted the update on the action list.

4. a) 2024/25 year-end performance and Annual Return on the Charter

The Board were provided with a summary of year-end performance for 2024/25. It was explained that a strong focus over the year was returning long term voids, including in partnership with Glasgow City Council, and that this impacted our average days to let.

The Board discussed the customer satisfaction rating in relation to allocations and what action we are taking to respond to the customer feedback. It was explained that a particular issue relates to the décor and that we are, to the extent possible, considering this as part of our void standard.

The Board discussed the factoring satisfaction rating and the context of our remaining the legal factor. It was agreed that an update be provided to a future meeting, and annually thereafter, on the action we are taking to improve factored homeowner satisfaction.

The Board discussed our approach to complaints and it was confirmed that we err on the side of upholding complaints based on that driving a focus on resolution.

The Board discussed our continued focus on arrears performance and the challenges Universal Credit managed migration poses in terms of future performance. It was explained that we are enhancing the training and tools our staff have in managing arrears and supporting tenants but that managed migration will be a challenge.

Decided: The Board

- 1) Approved the draft Annual Return on the Charter results for submission to the Scottish Housing Regulator;**
- 2) Delegated authority to the Group Managing Director of RSLs or any member of the Group Executive Team to make any non-material updates to finalise the results before submission; and**
- 3) Noted the outturn year-end performance against non-Charter measures and strategic projects.**

b) 2025/26 Delivery Plan

The Board were provided with an overview of the proposed 2025/26 Delivery Plan and associated measures and projects.

The Board discussed the strategic project in relation to Multi Storey Flat (“MSFs”) asset investment plans and strongly supported having this archetype-based approach for MSFs. It was explained that tenants staying in MSFs have high levels of satisfaction and that we recognise MSFs have specific issues, such as leaks, which need a more bespoke asset management approach.

The Board reviewed the proposed performance measures and agreed they appropriately balanced being stretching and achievable.

Decided: The Board:

- 1) Noted the Group 2025/26 Delivery Plan and the proposed strategic projects which will be reported in the quarterly performance paper strategic project dashboards as indicated in Appendix 1;**
- 2) Approved the Wheatley Homes Glasgow specific 2025/26 strategic projects; and**
- 3) Approved the proposed measures and corresponding targets for 2025/26.**

5. Health and Safety annual performance report

The Board were provided with an annual update on health and safety performance and the updated Group Health and Safety Policy.

The Board discussed the use of drug and alcohol testing as part of health and safety approaches. It was agreed that an update be provided at the next meeting.

Decided: The Board noted the contents of the report.

6. Fire Prevention and Mitigation update

The Board were provided with an update on the activities undertaken in relation to fire safety in 2024/25.

It was confirmed that fires are based on attendance by the Scottish Fire and Rescue Service. The Board reiterated the need for continued focus on fire safety and the need to engage with tenants on what we are doing and why.

Decided: The Board:

- 1) noted the contents of the report; and**
- 2) agreed to the changes to our forced access approach as set out in the report.**

7. Neighbourhood Management and Antisocial Behaviour update

The Board were provided with an update on progress during the first year of our Neighbourhood Management Policy and revised Antisocial Behaviour.

The Board discussed the issue of domestic noise and how our policies distinguish between living noise, that which is considered to reach the threshold of antisocial behaviour and how tenants have responded to our approach. It was confirmed that we have no specific policy in relation to flooring, but that we recognise the impact it can have and consider this when we are seeking solutions with tenants.

Decided: The Board:

- 1) Noted the activity and data in the year since the Neighbourhood Management Policy was approved; and**
- 2) Approved the minor changes to the Neighbourhood Management Policy.**

8. Radio Teleswitch update

The Board were provided with an update on the implications of the planned switch-off of the Radio Teleswitch ("RTS") systems. It was noted that the capacity of the utility provider remained a challenge and we continue to engage stakeholders to maintain visibility of the issues.

It was explained that we are keeping this situation under review, monitoring progress weekly and further enhancing our engagement activities with customers.

Decided: The Board noted the update.

9. Supporting our customers and communities – Wheatley Foundation Annual report 2024/25

The Board were provided with an update on the work of the Wheatley Foundation in 2024-25. The Board discussed how we can enhance our data to better assess the impact we are having and the outcomes being achieved.

Decided: The Board noted the activity undertaken in 2024-25.

10. Finance report

The Board were provided with and reviewed financial performance for the year to 31 March 2025. It was noted that there was no material variation relative to what was reported throughout the year.

The Board reviewed the Scottish Housing Regulator submissions, noting they were factual and based on our business plan.

Decided: The Board:

- 1) Noted the Finance Report for the year ended 31 March 2025;**
- 2) Approved the summary sheet and accompanying financial data and projections at and authorised these to be submitted to the Scottish Housing Regulator and delegated authority to the Group Director of Finance to undertake any factual data updates required to the data in advance of the submission; and**
- 3) Approved the loan portfolio submission and authorised this to be submitted to the SHR and delegated to the Group Director of Finance authority to approve any factual data updates required to the data in advance of the submission.**

11. Risk register

The Board were provided with an update on Board risk appetite statements and proposed changes to the risk register.

The Board reviewed the statements and risk changes and agreed they reflected our risk appetite and current risk landscape.

Decided: The Board:

- 1) Approved the Risk Appetite Statements for 2025/26;**
- 2) Approved the proposed changes to the Risk Register; and**
- 3) Identified any further changes required to the Risk Register.**

12. Governance update

The Board were provided with an update on the appointment of new Board members and the annual update on Expenses and Allowances, Register of Interests and Gifts and Hospitality.

Decided: The Board noted the contents of the report.

13. Maryhill Transformational Regeneration Area: Land Transfers

The Board were provided with a report to note the proposed disposals of land to Maryhill Housing Association Limited (“MHA”) and the rationale for the proposed disposals.

The Board noted the disposal was in support of the wider Maryhill regeneration and our obligations as part of the Transforming Communities: Glasgow Members' Agreement.

Decided: The Board:

- 1) Noted the terms of the proposed disposals of land to MHA, including:
 - i) the proposed overage arrangements, and
 - ii) any land overage payable will transfer to the TCG programme;
- 2) Approved the disposal of land at nil consideration to MHA, subject to funders' consent. The land is required to support the delivery of Maryhill TRA for new homes and associated infrastructure; and
- 3) Delegated the negotiation of commercial terms including an overage agreement for the land associated with affordable and private new homes, the structure of the land sale and all associated commercial decisions, to the Group Director of Assets and Development and Director of Development and Regeneration.

14. AOCB

There was no other competent business raised.

Signed:(Chair)

Date: